2022.11.02
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AppsCode Inc.

CORPORATE OFFICE : 3937 Spencer St Apt 118, Las Vegas, NV 89119-5212, USA
Phone: +1 (650) 241-8486 **Email:** support@appscode.com **Web:** appscode.com

Support Plans

	Silver	Gold	Platinum
Recommended for	Self-service plan for production workloads	For production workloads	For business and/or mission critical workloads
Support Coverage	**Self-Service**	**8x5** ⏰	**24x7** ⏰
Response Times SLA	Best Effort	Table 1	Table 2
Quarterly Updates	Yes	Yes	Yes
Emergency patches	**No**	**Yes**	**Yes**
Incident Tickets (with SLA coverage)	**N/A**	**5/mo**	**16/mo**
Contacts for Ticketing	**1**	**5**	**10**
Onboarding Support	Yes	Yes	Yes
Remote Hands (via screen share) for addtl fee	Yes	Yes (Includes FREE 3 hrs/month)	Yes (Includes FREE 5 hrs/month)
Production Runbook	No	Yes	Yes
Dedicated Private chat (via Discord)	No	Yes	Yes
Phone Support	No	No	Yes ☎
Custom Features	No	Additional fee	Additional fee

⏰ Business Hours: Mon - Fri 9am - 6pm UTC+6 timezone (Bangladesh Standard Time) excluding local Bangladesh Holidays

☎ Additional conditions apply. Please contact us for further details.

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Maintenance and Support

Terms and Conditions

1. Each License comes with a 30 day free trial period. You can find the detailed license here: https://github.com/appscode/licenses/blob/1.0.0/AppsCode-Free-Trial-1.0.0.md

2. Each License includes all quarterly updates and upgrades. Support includes all issues and bugs related to updates.

3. Business Hours: Mon - Fri 9am - 6pm UTC+6 timezone (Bangladesh Standard Time) excluding local Bangladesh Holidays

4. Paid upfront at the start of the contract period.

5. Electronic delivery will be made within 10 business days following AppsCode Inc. receipt of payment.

6. The general terms and conditions of purchase at https://appscode.com/legal/tos/ apply to this quotation contract.

Severity Definitions

Critical: The presence of a critical defect implies that the Software cannot be used at all, or disrupts the functionality of systems to the extent that such systems cannot be used.

High: A high-severity defect seriously affects the functionality of the Software: this implies that the Software or function in the Software cannot be used, although other programs or functions remain unaffected: or implies that the Software as a whole works, but certain functions are materially disabled, give incorrect results, or deviate significantly from the specifications.

Medium: A medium level defect is an intermittent defect causing inconvenience, or a usability issue having frequent minor customer impact.

Low: A minor defect, or a cosmetic or low-impact item. This also applies to general usage questions or for product enhancements, or a documentation omission or discrepancy.

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Maintenance and Support Response SLA

Table 1: Gold Plan Response SLA				
Severity	**Acknowledgement**	**Initial Assessment**	**Resolution**	**Communication**
Critical, High	4 Hours	1 Business Days	Reasonable effort to Fix, Patch or workaround in 10 Business Days	Daily
Medium	3 Business Days	10 Business Days	Next or Future maintenance release (to be scheduled approximately quarterly)	Weekly
Low	5 Business Days	15 Business Days	Future Release	Per AppsCode

Table 2: Platinum Plan Response SLA				
Severity	**Acknowledgement**	**Initial Assessment**	**Resolution**	**Communication**
Critical	4 Hours	8 Hours	Reasonable effort to Fix, Patch or workaround in 72 Hours	Hourly
High	1 Business Day	2 Business Day	Reasonable effort to Fix, Patch or workaround in 7 Days	Daily
Medium	3 Business Days	10 Business Days	Next or Future maintenance release (to be scheduled approximately quarterly)	Weekly
Low	5 Business Days	15 Business Days	Future Release	Per AppsCode